

## AMENDMENTS TO THE SPECIFICATION

Please replace the Abstract with the following:

In some embodiments, a method of communicating with a computer telephony integration server is disclosed. The method may comprise transmitting a request from a client to a web server via a firewall and receiving a first response from the web server. The response may comprise a computer telephony integration applet that encodes information in extensible markup language and places the encoded information in a simple object access protocol formatted message. The method may further comprise transmitting a message via the computer telephony integration applet and the firewall to a computer telephony integration sever using a hypertext transfer protocol, and receiving a second response from the computer telephony integration server.